

## Let "PIF" be YOUR messenger!

*FILL OUT THE INSIDE OF THIS "PIF"  
TO HELP US KEEP IMPROVING OUR  
SERVICES FOR YOU,  
OUR MOST VALUABLE ASSET.*

At Shelton State Community College, we strive to provide quality education and services for our students, parents, alumni, friends, supporters, employers, employees of the College, elected representatives, officials, and the citizens of West Alabama.

Every service provided at Shelton State is delivered through a process. For example: A student may receive a scholarship through the financial aid process. By improving the processes through which services are provided, we can best meet or exceed YOUR service needs and expectations.

By completing a Process Improvement Form, or PIF, you can help us identify ways to improve our services for YOU, our valued customer. Your PIF will be sent to a special team for consideration and action.

We appreciate YOUR ideas, suggestions, and comments. Use "PIF" to tell us how we can better serve YOU and where we need to focus our improvement efforts.

Mail your "PIF," or, if you are on campus, leave it with the switchboard operator on the Skyland Campus.

It is the official policy of the Alabama Department of Postsecondary Education, including all postsecondary institutions under the control of the State Board of Education, that no person in Alabama shall, on the grounds of race, color, disability, sex, religion, creed, national origin, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, activity or employment.

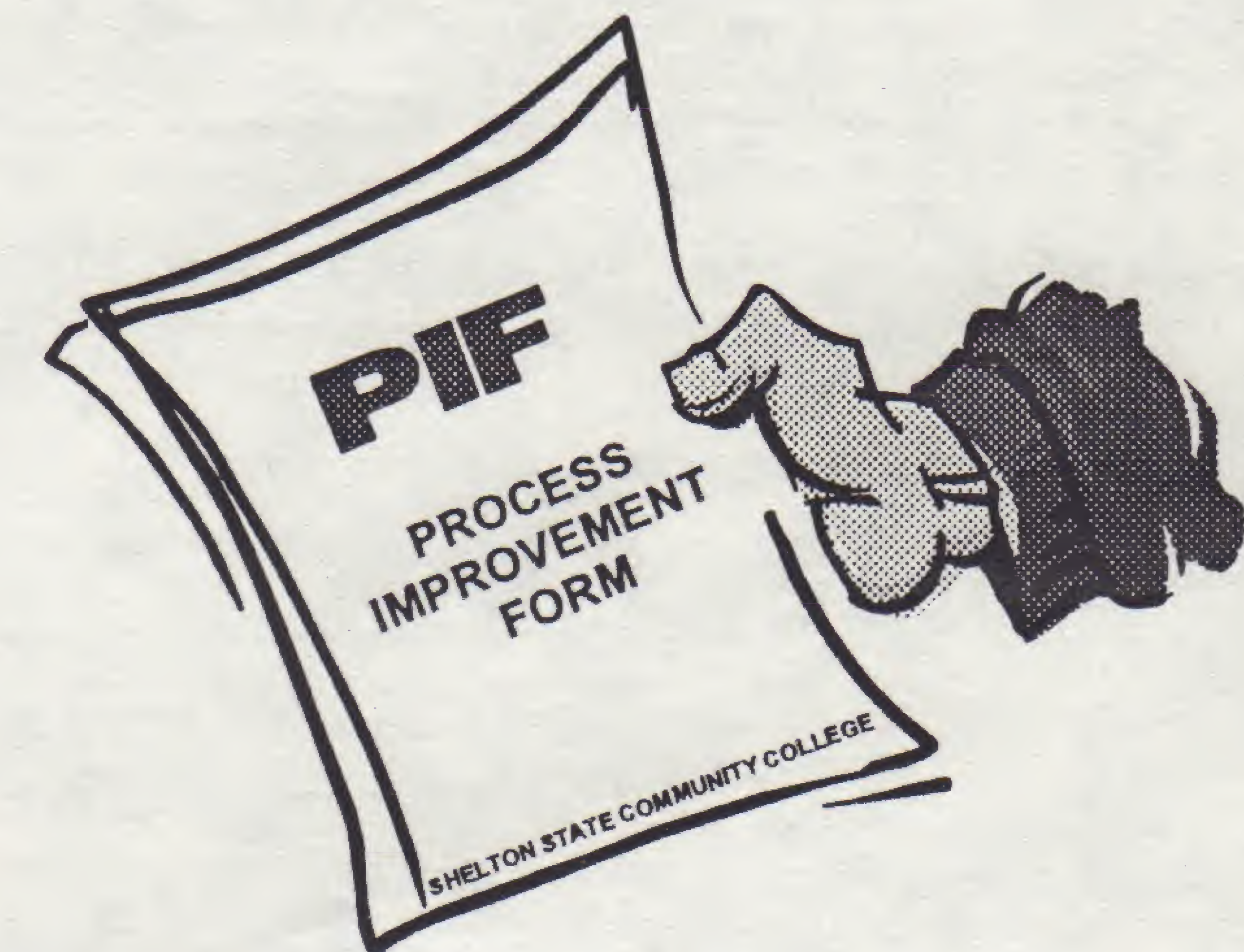
Please tape here before mailing

Director for Process Improvement  
Shelton State Community College  
202 Skyland Boulevard  
Tuscaloosa, AL 35401



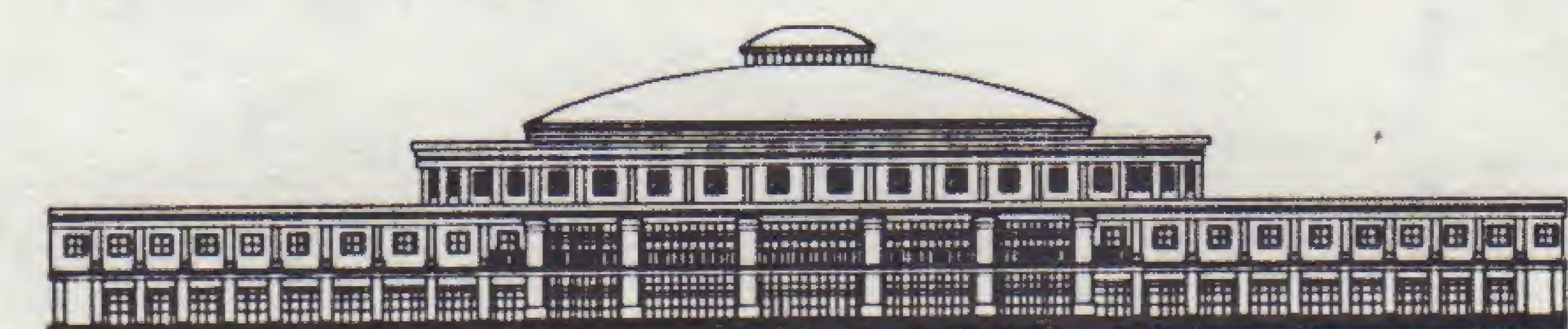
## INTRODUCING "PIF!" The Shelton State Community College

# PROCESS IMPROVEMENT FORM



SEE INSIDE FOR DETAILS

PLACE  
STAMP  
HERE



NEW TIME, NEW WORLD, NEW SHELTON!



**PROCESS IMPROVEMENT FORM (PIF)**  
**SHELTON STATE COMMUNITY COLLEGE**

Date of your PIF:

**About YOU . . .**

Are you a (check one):

- |   |  |
|---|--|
| <input type="checkbox"/> Student                                      | <input type="checkbox"/> Alumni            |
| <input type="checkbox"/> Parent                                       | <input type="checkbox"/> College Employee  |
| <input type="checkbox"/> Public Official                              | <input type="checkbox"/> Concerned Citizen |
| <input type="checkbox"/> Elected Representative                       |  |
| <input type="checkbox"/> Employer (Business, Industry, or Government) |  |
| <input type="checkbox"/> Other (explain below)                        |  |

NOTE: If we have questions about your PIF or want to tell you what action will be taken, please provide the information below:

NAME:

ADDRESS:

PHONE:

**NOTE: If you need additional space, please attach a separate sheet to your PIF.**

**About New Services . . .**

Tell us what new activity, process, or service you think should be provided by Shelton State Community College.

**About Improving Services . . .**

Tell us what activity, process, or service you think could or should be improved at Shelton State Community College.

Why do you think it could or should be improved?

What suggestions can you make for improving the above?

*Quality Education and Service Is Our Business*